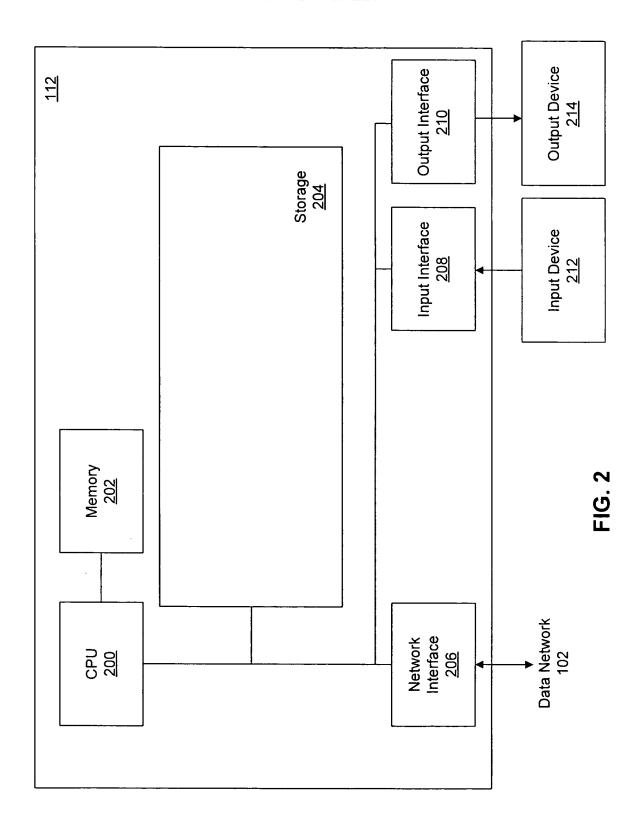
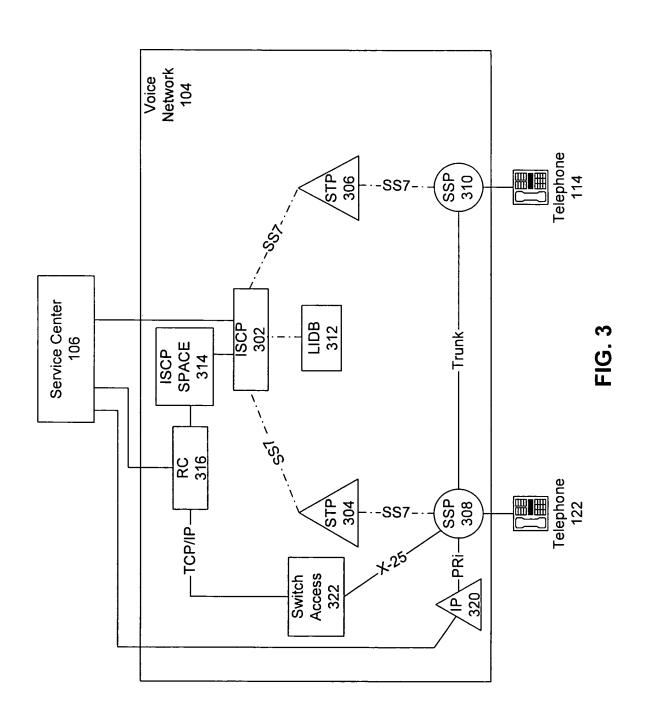
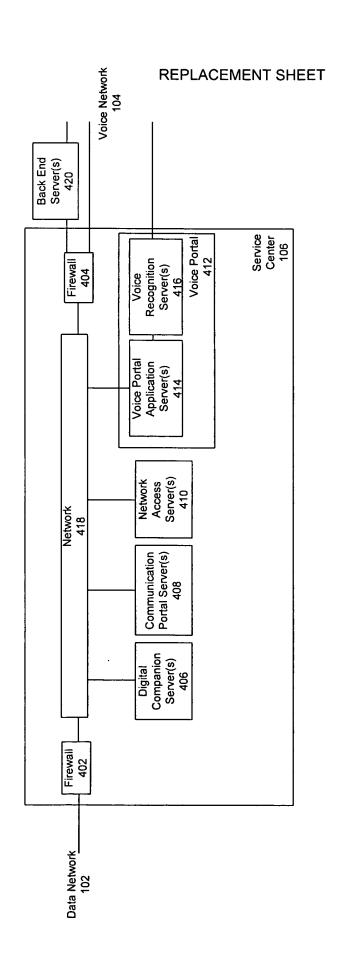


7 5.7







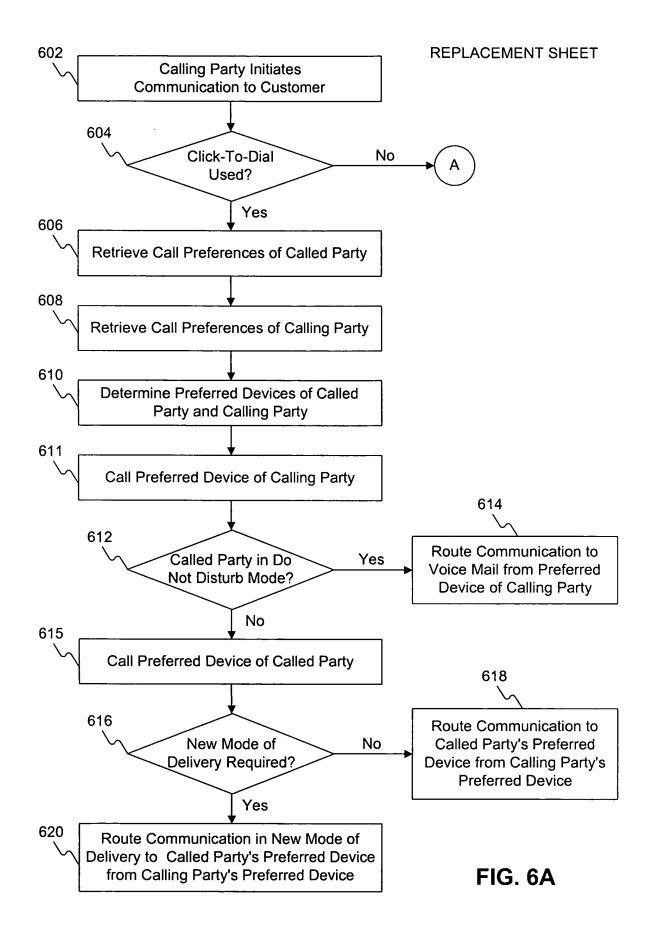


REPLACEMENT SHEET Web based services Verizon.com Proxy 542 MSP 548 Recent Change Engines - 316 SSO 554 552 556 eRC 546 Customer Profile - 532 App Svr 528 Comm Portal - 408 HITPS ISCP SPACE 314 **User Terminal** AAIS 544 112 B Contacts DB 530 Web Server 526 Phone ISCP SSP 310 302 SS7 114 SX. Calender Svr 518 Web Server 514 HTTPS. Database 522 Access Server(s) 410 Network User Terminal DC - 406 112_A Notification Svr 520 Client Proxy Back End Server(s) 420 App Svr 516 512 FIG. 5 SS/ _-Voice_ Voice Recognition Voice Portal - 412 App Server Phone 114 416 414 Voice Network 508

Network Access 506

Application Service/ Business Logic 504

Client 502



REPLACEMENT SHEET 622 Intercept Communication 624 Send Information to **Network Access Server** 626 Send Information to Application Server 628 Retrieve Call Preferences 630 **Determine Preferred Device** 634 632 Called Party in Do Yes **Route Communication** Not Disturb Mode? to Voice Mail No 638 636 New Mode of **Route Communication** No Delivery Required? to Preferred Device Yes 640 Request New Mode of **Delivery from Calling Party** 642 Send Communication in **New Mode of Delivery** 644 Route Communication in New Mode FIG. 6B

of Delivery to Preferred Device

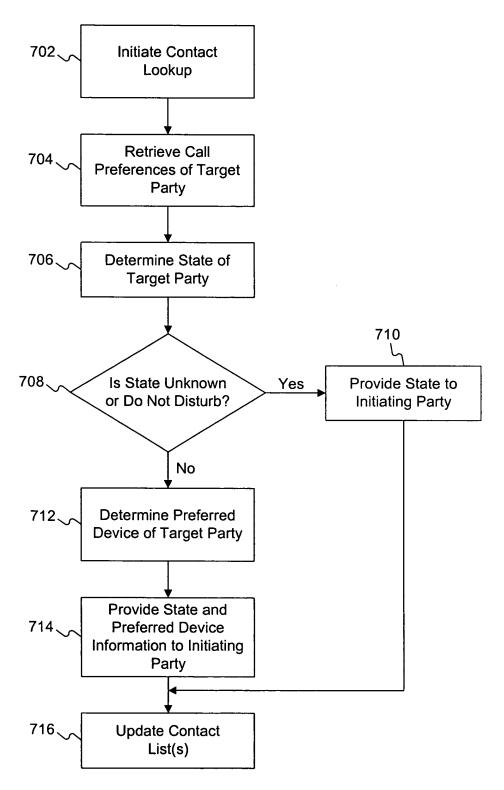


FIG. 7

800		
ζ		
Enable Real-Time Call Management		
On Off		
Preferred Devices		
Select a device for each action to handle incoming calls		
Answer Call	(972) 555-7913	
Send to Voice Mail	(972) 555-4321	
Forward Call	(972) 555-2222	
Zap	(972) 555-3333	
<u>Settings</u>		
View My Settings		

900 { 7

Contact Name	State	Preferred Device
Jim		
Work	Available	
Home	Available	
Mobile	Busy	X
Steve		
Home	Do Not Disturb	
Pager	Do Not Disturb	
Bob		
Work	Unknown	
Home	Unknown	